



"People  
helping people  
help  
themselves"

Joseph E. Kernan, Governor  
State of Indiana

**Indiana Family and Social Services Administration**

402 W. WASHINGTON STREET, P.O. BOX 7083  
INDIANAPOLIS, IN 46207-7083

Cheryl G. Sullivan, Secretary

TO: Procurement Analyst  
*KMS*

FROM: Kristen M. Schunk, Interim Director, Division of Disability, Aging, and Rehabilitative Services

DATE: October 8, 2004

RE: RFP 4-46 Recommendation

RFP 04-46 solicited proposals from respondents in order to contract a software vendor to implement a case management tool for the Family and Social Services Administration, Division of Disability, Aging and Rehabilitative Services (DDARS). The services the chosen vendor must provide include project management, system design and development, testing, transition and conversion of existing data, implementation, maintenance and support, security services, and training. The vendor must also provide adequate hardware as required.

The selected respondent will, through this procurement, implement an effective and efficient statewide-automated case management system that will meet the following program objectives: Case management for all DDARS programs including data and forms management, statistical evaluation of services provided, timeliness of mandated services and recording and tracking of case assignments; meet all State and Federal requirements; provide for overall tracking and control of cases, to ensure that all cases are properly accounted for and served as promptly and as effectively as possible; provide for management and control of provider claims to reduce the effort required in performing these functions; provide direct linkage to all FSSA enterprise systems (DATA warehouse, OMPP, CMS, AIM); provide outcome-related information for evaluating services and service needs and for determining and supporting future planning and resources; and provide waiting list management to track unmet demands by type of service and individual.

The budgeted amount for this RFP was **\$2 Million per fiscal year**. The contract will be for up to two (2) years and renewable for 2 years.

Nine proposals were received by the team of seven evaluators: CH Mack, CNSI, Inc., Deloitte, Intelligent Document Management Solutions (IDMS), Qualifacts, Roeing, Structural Integrity Solutions (SIS), Softscape and Unisys.

The proposals were based on the following criteria:

- Business Requirements (35%)
- Technology Requirements (30%)
- Value Add (10%)
- Total Cost (25%)

The seven member review panel completed three rounds of scoring: the initial round which included all nine respondents, the demonstration round and the Best and Final Offer round. The result of the initial evaluation round are illustrate on the chart below.

**RFP 4-46 Initial Evaluation Summary**

	Possible	CH Mack	CNSI, Inc	Deloitte	IDMS	Qualifacts	Roeing	SIS	Softscape	Unisys
Average w/o Pricing	75	57.21	56.57	68.00	26.71	61.57	35.57	32.21	58.93	61.71
Pricing score	23	11.29	8.91	8.16	9.12	25.00	10.42	14.13	19.27	11.24
Overall average	100	68.50	65.48	76.16	35.83	86.57	45.99	46.34	78.20	72.95





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The following vendors were not selected to complete demonstrations or to submit Best and Final Offers, based on their scores.

**Vendor: Roeing**

The following is a brief explanation of the scoring for this vendor:

**Business Requirements:** The proposal addressed the business requirements outlined in the RFP in a very general manner. Some requirements were address specifically, however they did not provide a detailed explanation of all requirements they could or could not meet. Additionally, the purpose of the project was for the new case management tool to replace our three existing systems. Roeing recommended that we not migrate two of our systems to the new tool in order to reduce costs. Failing to integrate all three existing systems would result in a failure to meet some or all of the requirements laid out in the RFP.

**Technology Requirements:** The web piece Roeing proposed did/does not fit the state standards. What they proposed would make it necessary to put software on every pc, which is contrary to what the RFP requested.

**Value Add:** Roeing is the existing vendor for one of our case management tools and partnered with our other two existing vendors for this proposal. There is a clear value add for Roeing in this case due to the fact that they understand our business processes, however, based on the other category scores they did not advance to the demonstration round of the proposal evaluation.

**Total Costs:** Roeing ranked sixth (6<sup>th</sup>) in pricing.

**Vendor: Integrated Data Management Solutions (IDMS)**

The following is a brief explanation of the scoring for this vendor:

**Business Requirements:** The proposal did not list out which business requirements outlined in the RFP they could provide, thus there was now way to determine how much of the required functionality they would meet.

**Technology Requirements:** IDMS's proposal was not 3-tiered construction. Additionally, the proposal did not address how they would meet the state standards/vision.

**Value Add:** The proposal did not outline a clear change management methodology and showed a lack of understanding of the project

**Total Costs:** IDMS ranked seventh (7<sup>th</sup>) in pricing.

**Vendor: Client Network Services Inc. (CNSI)**

The following is a brief explanation of the scoring for this vendor:

**Business Requirements:** CNSI could support only 60% of our business requirements outlined in the RFP with an off the shelf system even though the system was built for the State of Maine and has been in production for several years.





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**Technology Requirements:** CNSI was able to meet the primary needs of our technology requirements.

**Value Add:** The proposal did not reflect a clear understanding of the project, as they did not give examples related to the work DDARs does.

**Total Costs:** CNSI ranked eighth (8<sup>th</sup>) in pricing.

**Vendor: Softscape**

The following is a brief explanation of the scoring for this vendor:

**Business Requirements:** Softscape was demonstrated the business requirements they were able to meet.

**Technology Requirements:** Softscape did not clearly address and explain their project management/methodology.

**Value Add:** They did not fully address the issues of project management and change management in detail.

**Total Costs:** Softscape ranked second (2<sup>nd</sup>) in pricing.

**Vendor: Structural Integrity Solutions (SIS)**

The following is a brief explanation of the scoring for this vendor:

**Business Requirements:** SIS's proposal addressed the business requirements outlined in the RFP in a very general manner. However, they did not provide a detailed explanation of which requirements they could or could not meet.

**Technology Requirements:** The project management and methodology were unclear in that SIS did not provide enough information on how they planned to complete the implementation.

**Value Add:** While SIS has experience with the Family and Social Services Administration, the company itself has no previous experience in this area.

**Total Costs:** SIS scored third (3<sup>rd</sup>) after the initial pricing.

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The following companies were selected to present demonstrations and submit Best and Final Offers (BAFO). The demonstration round included the top four vendors from the initial scoring not including pricing, and the Best and Final Offer (BAFO) round which included the four vendors that participated in the demonstration round was comprised only of the BAFO for cost.





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#### RFP 4-46 Demonstration Evaluation Summary

	Possible	CH Mack	Deloitte	Qualifacts	Unisys
Average w/o Pricing	75.0	61.71	65.57	67.71	66.29

#### RFP 4-46 BAFO Evaluation Summary

Average Scores	Possible	CH Mack	Deloitte	Qualifacts	Unisys
BAFO	25	4.83	3.21	25	4.45
Average w/o Cost	75	61.71	65.57	67.71	66.29
Overall Average	100.0	66.5	68.8	92.7	70.7

#### Vendor: Qualifacts

The evaluation team recommends the selection of Qualifacts because their proposal scored high in all of the categories in all three rounds of review. Additionally, Qualifacts offered their solution at the lowest price.

**Business Requirements:** Qualifacts are able to meet 85% of our business requirements outlined in the RFP with an off the shelf solution prior to any customization. They demonstrated an acute knowledge of our needs and were able to detail how they would meet those needs.

**Technology Requirements:** Qualifacts was able to meet our technology requirements. Specifically we were looking for project management and methodology; a three-tier construction and that they complied with the state standards and vision. Qualifacts scored high in all three subcomponents of this category.

**Value Add:** Qualifacts demonstrated a substantial value add that their company could bring to the table. This included an outstanding methodology for software development.

**Total Costs:** Qualifacts ranked first (1<sup>st</sup>) in pricing in both the initial scoring and in the BAFO round.

#### Vendor: Unisys

The following is a brief explanation of the scoring for this vendor:

**Business Requirements:** Unisys supported 70% of our business requirements outlined in the RFP with an off the shelf system, however, Harmony which is the COTS did not include a budget module and that is a key component of our current system and must be replicated. The RFP specifically addressed the budgeting in business requirement F2.12, F2.14 and F4.10.

**Technology Requirements:** It was unclear how Unisys would meet the state standards/vision.

**Value Add:** Based on the demonstration evaluation round Unisys scored 62 out of 70 points in this category because they were able to demonstrate a substantial value add that their company could bring to the table. However in the original proposal they proposed a six month to twenty month implementation cycle which indicated a weak methodology.





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**Total Costs:** Unisys ranked fifth (5<sup>th</sup>) in the initial pricing and third (3<sup>rd</sup>) after the BAFO.

**Vendor: CH Mack**

The following is a brief explanation of the scoring for this vendor:

**Business Requirements:** CH Mack was able to meet the majority of our business requirements with an off the shelf solution.

**Technology Requirements:** The State would not own the program if we went with this vendor and it is based on a Citrix server format which would require each user to pay \$20.00 per month for a Citrix license through Dolt once we used the State's available licenses. This would not have been financially advantageous for our external user groups.

**Value Add:** CH did not reflect an in-depth understanding of the project.

**Total Costs:** CH Mack scored fourth (4<sup>th</sup>) in the initial pricing and second (2<sup>nd</sup>) after the BAFO.

**Vendor: Deloitte**

The following is a brief explanation of the scoring for this vendor:

**Business Requirements:** Deloitte scored was able to meet 74% of our business requirements outlined in the RFP with an off the shelf solution prior to any customization. They also provided a detailed requirements list in the original proposal.

**Technology Requirements:** Deloitte was able to meet our technology requirements. The system would be built on Oracle and Microsoft and is internet based.

**Value Add:** Deloitte demonstrated excellent vendor experience & stability.

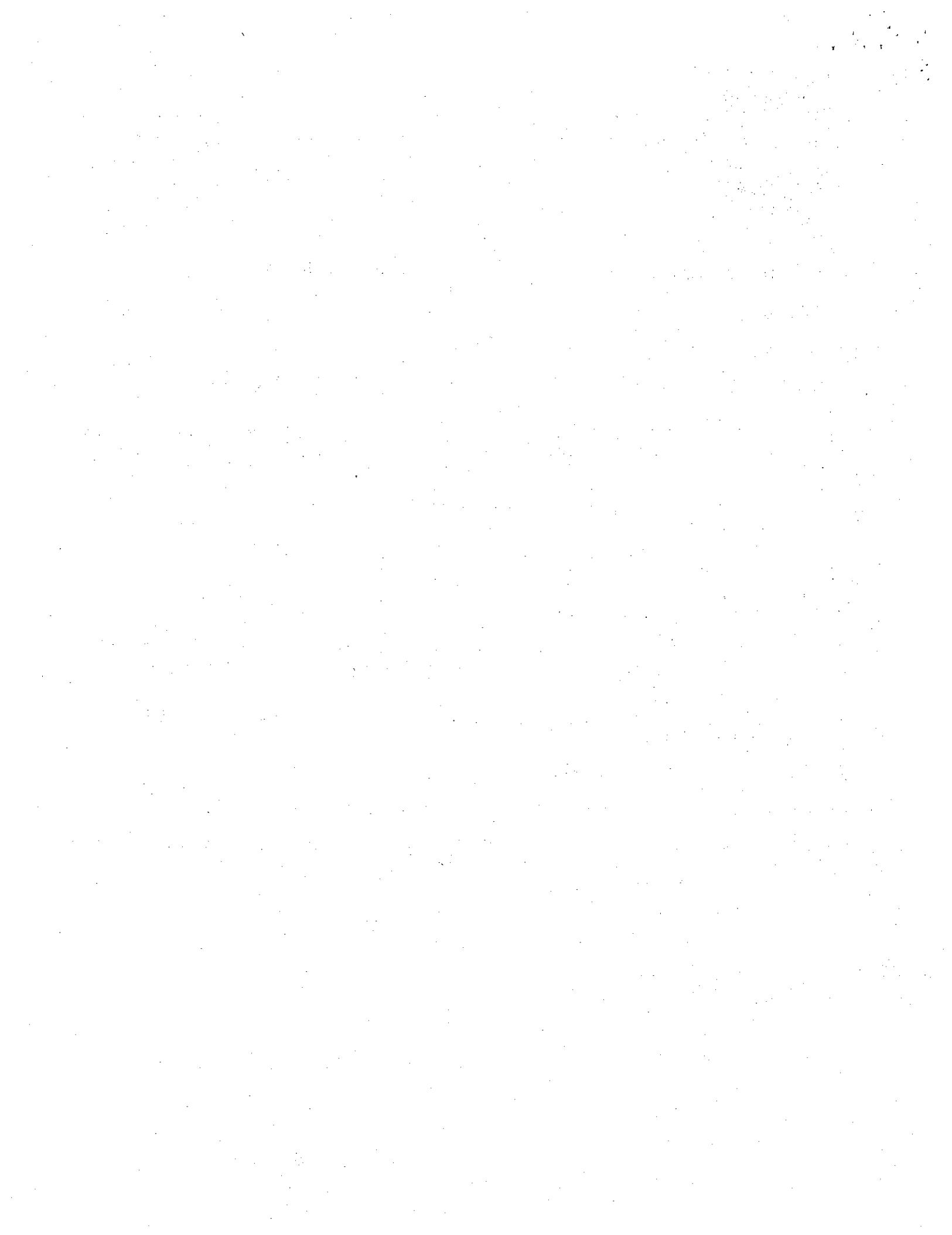
**Total Costs:** Deloitte scored ninth (9<sup>th</sup>) in the initial pricing and fourth (4<sup>th</sup>) after the BAFO.

In summary, the evaluation team recommends the selection of Qualifacts because their proposal scored highest in all of the categories in all three rounds of review. If additional information is required I can be reached at [kschunk@fssa.state.in.us](mailto:kschunk@fssa.state.in.us) or by phone at 317-232-1147.

Thank you.

*Kristen M. Schunk*  
10/8/04





## RFP 4-46 Evaluation Summary

Average Scores	Possible	CH Mack	CNSI, Inc	Deloitte	IDMS	Qualifacts	Boeing	SIS	Softscape	Unisys
Business Requirements	245	207.5	162	215	33	185	70.5	61	215	202
Technology Requirements	210	140	176	193	121	176	124	125	154	168
Value Add	70	53	58	68	33	70	54.5	39.5	43.5	62
Total Cost	175	79.03	62.37	57.12	63.84	175	72.94	98.91	134.89	78.68
<b>TOTAL POINTS</b>	<b>700</b>	<b>479.53</b>	<b>458.37</b>	<b>533.12</b>	<b>250.84</b>	<b>606</b>	<b>321.94</b>	<b>324.41</b>	<b>547.39</b>	<b>510.68</b>
<b>Overall Average</b>	<b>100</b>	<b>68.50</b>	<b>65.48</b>	<b>76.16</b>	<b>35.83</b>	<b>86.57</b>	<b>45.99</b>	<b>46.34</b>	<b>78.20</b>	<b>72.95</b>
	O H	M D	S w i s s	T N	T N	G A	M A			
Cost over 2 years		\$5,817,315	\$7,368,806	\$8,050,925	\$7,200,000	\$2,627,829	\$6,300,000	\$4,649,000	\$3,408,920	\$5,840,345
Total Points w/o pricing	525	400.5	396	476	187	431	249	225.5	412.5	432
Average w/o Pricing	75	57.21	56.57	68.00	26.71	61.57	35.57	32.21	58.93	61.71

Ranking w/o price      5      6      1      9      3      7      2      8      4

CH Mack	E1	E2	E3	E4	E5	E6	E7
Business Requirements	35	35	32.5	24	31	20	31
Technology Requirements	30	15	21	23	18	19	21
Value Add	10	8	9	8	5	6	9
Total Cost	25	11.29	11.29	11.29	11.29	11.29	11.29
Score	100	69.29	73.79	66.29	73.29	64.29	76.29

CNSI, Inc	E1	E2	E3	E4	E5	E6	E7
Business Requirements	35	35	21.5	17	20.5	18	22
Technology Requirements	30	30	30	23	25	18	23
Value Add	10	9	9	7	10	7	6
Total Cost	25	8.91	8.91	8.91	8.91	8.91	8.91
Score	100	82.91	69.41	66.91	64.41	61.91	69.91

Deloitte	E1	E2	E3	E4	E5	E6	E7
Business Requirements	35	35	30	30	29	24	32
Technology Requirements	30	30	30	25	25	26	35
Value Add	10	9	10	9	10	10	18
Total Cost	25	8.16	8.16	8.16	8.16	8.16	8.16
Score	100	82.16	78.16	73.18	77.16	67.16	79.16

IDMS	E1	E2	E3	E4	E5	E6	E7
Business Requirements	35	0	0	0	0	4	1
Technology Requirements	30	15	23	18	19	12	16
Value Add	10	6	3	5	5	4	4
Total Cost	25	9.12	9.12	9.12	9.12	9.12	9.12
Score	100	30.12	36.12	32.12	33.12	28.12	30.12

## RFP 4-46 Evaluation Summary

Qualif/Facts	E1	E2	E3	E4	E6	E6	E7
<b>Business Requirements</b>	35	35	35	31	19	15	15
<b>Technology Requirements</b>	30	30	30	25	30	10	24
<b>Value Add</b>	10	9	10	17	10	5	10
<b>Total Cost</b>	25	25	25	25	25	25	25
<b>Score</b>	100	89	100	88	84	66	74
<b>Boeing</b>							
<b>Business Requirements</b>	35	2	2.5	15	3	23	0
<b>Technology Requirements</b>	30	22	15	22	16	15	17
<b>Value Add</b>	10	9	7.5	7	8	7	8
<b>Total Cost</b>	25	10.42	10.42	10.42	10.42	10.42	10.42
<b>Score</b>	100	43.42	36.42	84.42	37.42	65.42	36.42
<b>Softscape</b>							
<b>Business Requirements</b>	35	35	35	27	33	15	35
<b>Technology Requirements</b>	30	20	30	23	24	13	19
<b>Value Add</b>	10	3.5	9	6	8	5	7
<b>Total Cost</b>	25	19.27	19.27	19.27	19.27	19.27	19.27
<b>Score</b>	100	77.77	93.27	76.27	84.27	62.27	80.27
<b>SIS</b>							
<b>Business Requirements</b>	35	0	0	15	2	15	4
<b>Technology Requirements</b>	30	16	27	18	20	13	13
<b>Value Add</b>	10	5	7.5	6	6	3	6
<b>Total Cost</b>	25	14.13	14.13	14.13	14.13	14.13	14.13
<b>Score</b>	100	36.13	48.63	63.13	42.13	45.13	37.13
<b>Unisys</b>							
<b>Business Requirements</b>	35	18	35	30	33	23	33
<b>Technology Requirements</b>	30	22	30	27	26	17	22
<b>Value Add</b>	10	8	10	10	9	5	10
<b>Total Cost</b>	25	11.24	11.24	11.24	11.24	11.24	11.24
<b>Score</b>	100	67.24	83.24	78.24	78.24	53.24	78.24

## Respondent Evaluation

Evaluator: EM

	Possible Points	CH Mack	CNSI	Deloitte	IDMS	Qualifacts	Roeing	Softscape	Structural	Integrity	Solutions	Unisys
<b>Business Requirements (36%)</b>												
General Functional Requirements	2	2	2	2	0	2	0	2	0	2	0	1
Customer Information Requirements	3	3	3	3	0	0	3	0	3	0	0	2
Provider Requirements	3	3	3	3	0	3	0	3	0	3	0	2
Financial Information Requirements	3	3	3	3	0	3	0	3	0	3	0	1
Response Time	2	2	2	2	0	2	2	2	2	2	0	0
General Performance	2	2	2	2	0	2	0	2	0	2	0	1
Data Reliability	3	3	3	3	0	3	0	3	0	3	0	1
Data Movement	2	2	2	2	0	2	0	2	0	2	0	1
User Experience	2	2	2	2	0	2	0	2	0	2	0	1
Internal Interfaces	2	2	2	2	0	2	0	2	0	2	0	1
Reporting Requirements	3	3	3	3	0	3	0	3	0	3	0	1
Support Services	2	2	2	2	0	2	0	2	0	2	0	1
Accessibility	2	2	2	2	0	2	0	2	0	2	0	1
Maintainability Requirements	2	2	2	2	0	2	0	2	0	2	0	1
Design Constraints	2	2	2	2	0	2	0	2	0	2	0	1
<b>Technology Requirements (30%)</b>												
Project Management / Methodology	10	5	10	10	10	10	10	10	10	5	1	10
Three Tier construction	10	5	10	10	5	10	7	5	5	5	7	
State Standards / Vision	10	5	10	10	0	10	5	10	10	10	10	5
<b>Value Add (10%)</b>												
Project Management	2	2	2	2	2	2	2	2	2	1	1	2
Vendor Experience & Stability	2	1	2	2	1	2	2	2	2	1	1	1
Change Management Methodology	2	2	2	2	0	2	2	2	2	0.5	1	2
Vendor Understanding of Project	2	1	1	1	1	1	1	1	1	0.5	1	1
Workflow/General Methodology	2	2	2	2	2	2	2	2	2	0.5	1	2
<b>Total Cost of Project and Products (25%)</b>												
Total Score	100	69.29	82.81	82.16	30.12	99	43.42	77.77	75.13	37.24		
Score not including Price	75	58	74	74	21	74	33	68.5	21	46		

	Possible Points	CH Mack	CNSI	Deloitte	IDMS	Qualifacts	Roeing	Sofscape	Structural Integrity Solutions	Unisys
<b>Business Requirements (25%)</b>										
General Functional Requirements	2	2	1	2	0	2	0	2	2	0
Customer Information Requirements	3	2.5	2	2.5	0	3	0	3	0	2
Provider Requirements	3	2.5	2	2.5	0	3	0	3	0	3
Financial Information Requirements	3	2.5	2	2	0	3	0	3	0	3
Response Time	2	2	1	1.5	0	2	1	2	0	2
General Performance	2	2	1	2	0	2	0.5	2	0	2
Data Reliability	3	3	1	2.5	0	3	0	3	0	3
Data Movement	2	2	1	1.5	0	2	0	2	0	2
User Experience	2	1.5	1	2	0	2	0	2	0	2
Internal Interfaces	2	2	1	2	0	2	1	2	0	2
Reporting Requirements	3	3	1.5	0	3	0	3	0	3	0
Support Services	2	2	1	2	0	2	0	2	0	2
Accessibility	2	1.5	1	2	0	2	0	2	0	2
Maintainability Requirements	2	2	1.5	2	0	2	0	2	0	2
Design Constraints	2	2	2	2	0	2	0	2	0	2
<b>Technology Requirements (30%)</b>										
Project Management / Methodology	10	7	10	10	10	10	5	10	10	10
Three Tier Construction	10	7	10	10	3	10	5	10	7	10
State Standards / Vision	10	7	10	10	10	10	5	10	10	10
Value Add (10%)	10	9	10	10	3	10	7.5	9	7.5	10
Project Management	2	2	2	2	1	2	1	1.5	1.5	2
Vendor Experience & Stability	2	2	2	2	1	2	2	2	1	2
Change Management Methodology	2	2	2	2	0	2	2	1.5	2	2
Vendor Understanding of Project	2	1	1	2	0	2	0.5	2	1	2
Workflow/General Methodology	2	2	2	2	1	2	2	2	2	2
<b>Total Cost of Project and Products (25%)</b>										
Total Score	100	73.7	88.74	72.16	35.12	100	35.42	93.27	46.53	76.74
Score not including Price	75	62.5	60.5	70	26	75	25	74	34.5	76

## Respondent Evaluation

Evaluator: JU

	Possible Points	CH Mack	CNSI	Deloitte	IDMS	Qualifacts	Roeing	Softscape	Structural Integrity Solutions	Unisys
<b>Business Requirements (35%)</b>										
General Functional Requirements	34	24	17	30	0	31	16	27	16	30
Customer Information Requirements	2	1	1	2	0	2	1	2	1	2
Provider Requirements	3	2	2	2	0	2	1	2	1	2
Financial Information Requirements	3	2	2	2	0	2	1	2	1	2
Response Time	4	1	0	2	0	2	1	2	1	2
General Performance	2	1	0	2	0	1	1	2	1	2
Data Reliability	3	3	1	3	0	3	1	2	1	2
Data Movement	2	2	1	2	0	2	1	2	1	2
User Experience	2	2	0	2	0	2	1	2	1	2
Internal Interfaces	2	2	1	2	0	2	1	2	1	2
Reporting Requirements	3	2	2	1	0	3	1	2	1	2
Support Services	2	1	1	2	0	2	1	1	1	2
Accessibility	2	1	1	2	0	2	1	1	1	2
Maintainability Requirements	2	1	1	2	0	2	1	1	1	2
Design Constraints	2	1	2	2	0	2	1	2	1	2
Technology Requirements (30%)	30	23	23	26	18	26	22	24	18	27
Project Management / Methodology	10	8	7	8	7	7	8	7	6	9
Three Tier construction	10	8	10	10	5	10	8	9	7	10
State Standards / Vision	10	7	6	8	6	8	6	7	5	8
Value Add (10%)	10	8	7	8	5	17	7	6	8	10
Project Management	2	2	2	2	1	4	2	1	1	2
Vendor Experience & Stability	2	2	2	2	1	4	2	2	1	2
Change Management Methodology	2	1	1	2	1	4	1	1	1	2
Vendor Understanding of Project Workflow/General Methodology	2	1	1	1	1	4	1	1	2	2
Total Cost of Project and Products (25%)	25	1129	891	816	812	26	1072	1877	1413	1714
Total Score	100	86.91	74.16	32.12	88	44.2	71.11	63.11	47.74	67
Score not including Price	75	55	47	65	23	73	44	56	39	67

## Respondent Evaluation

Evaluator: KS

	Possible Points	CH Mack	CNSI	Deloitte	IDMS	Qualifacts	Roesing	Softscape	Structural Integrity Solutions	Unisys
<b>Business Requirements (36%)</b>										
General Functional Requirements	36	31	20.5	29	0	19	3	33	2	33
Customer Information Requirements	2	2	1	1.5	0	1	0	2	0	2
Provider Requirements	3	2.5	2.5	2.5	0	1	0	3	0	3
Financial Information Requirements	3	1.5	2	1.5	0	1	0	3	0	3
Response Time	3	2	0	1	0	3	0	3	1	3
General Performance	2	2	1.5	2	0	1	2	2	0	1
Data Reliability	3	2.5	1.5	3	0	1	0	3	0	3
Data Movement	2	1.5	0	1.5	0	1	0	2	0	2
User Experience	2	2	1.5	2	0	1	1	3	0	2
Internal Interfaces	2	2	1	1.5	0	1	0	1	0	2
Reporting Requirements	3	3	3	2.5	0	3	0	2	1	2
Support Services	2	2	1	2	0	1	0	2	0	2
Accessibility	2	2	1	2	0	1	0	2	0	2
Maintainability Requirements	2	2	1.5	2	0	1	0	2	0	2
Design Constraints	2	2	2	2	0	1	0	2	0	2
<b>Technology Requirements (30%)</b>										
Project Management / Methodology	30	23	25	30	19	30	16	24	20	28
Three Tier construction	10	8	8	10	6	10	6	6	4	6
State Standards / Vision	10	7	7	10	3	10	5	8	6	10
	10	8	10	10	10	10	5	10	10	10
Value Add (10%)	10	8	10	10	6	10	8	8	6	9
Project Management	2	2	2	2	2	2	1	1	1	2
Vendor Experience & Stability	2	1	2	2	1	2	2	2	0	2
Change Management Methodology	2	2	2	2	0	2	2	1	2	2
Vendor Understanding of Project	2	1	2	2	0	2	2	2	2	2
Workflow/General Methodology	2	2	2	2	2	2	1	2	1	1
<b>Total Cost of Project and Products (25%)</b>										
Total Score	100	73.29	84.41	77.16	33.12	84	37.42	84.27	72.13	78.24
Score not including Price	75	62	55.6	69	24	59	27	65	28	68
Cost over 2 years	\$5,817,315	\$7,388,808	\$8,050,925	\$7,200,000	\$2,627,829	\$6,300,000	\$4,649,000	\$3,408,920	\$5,840,345	

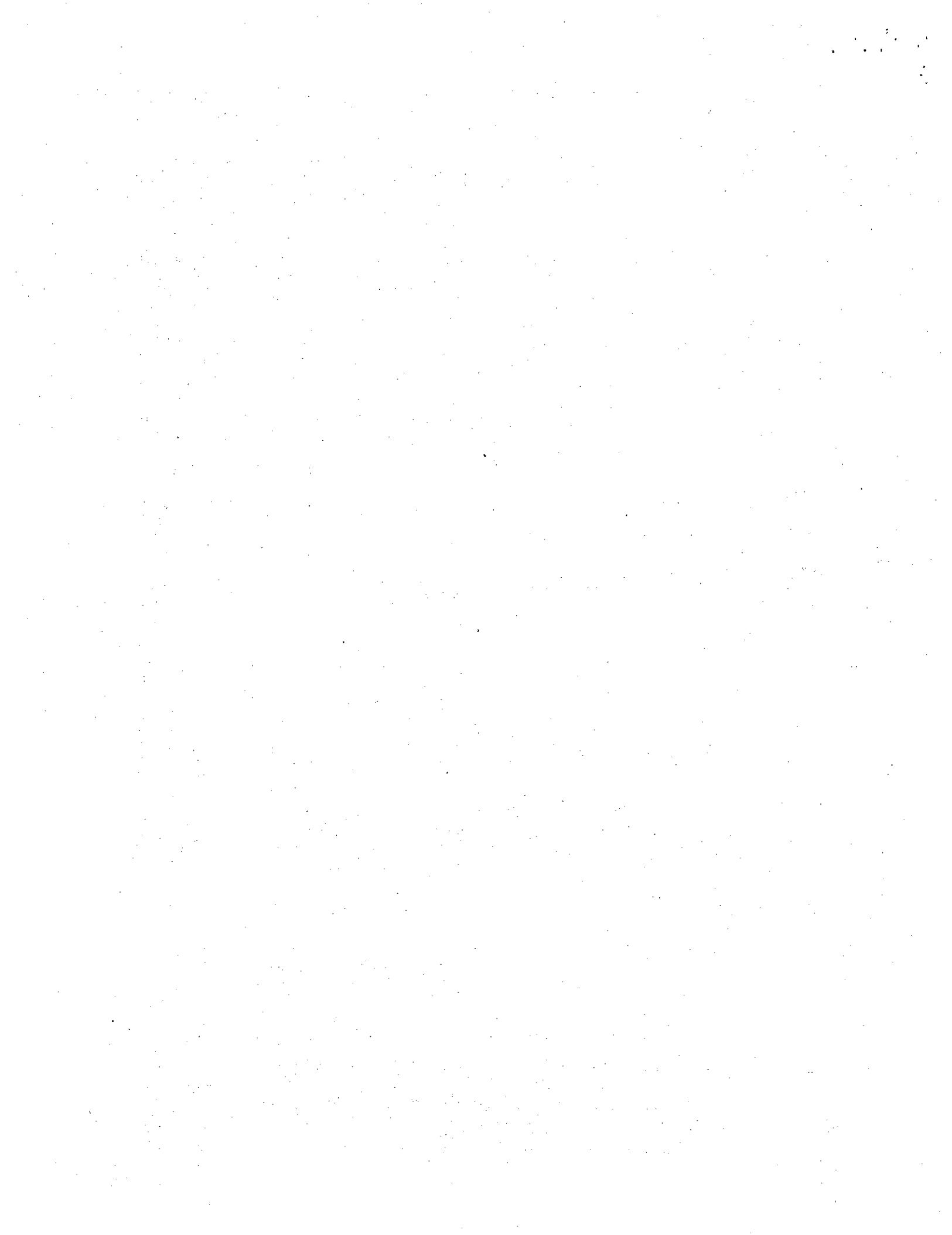
Respondent Evaluation  
Evaluator: PC

Business Requirements	CH Mack	CNSI	Deltaforce	IDMS	Qualifacts	Roeing	Softscape	Structural Integrity Solutions	Unisys
Business Requirements (65%)	16	20	18	24	4	13	23	13	15
General Functional Requirements	2	1	1	1	0	1	1	1	1
Customer Information Requirements	3	1	1	2	0	1	2	1	2
Provider Requirements	3	1	1	2	1	1	2	1	1
Financial Information Requirements	2	1	1	2	1	2	1	1	1
Response Time	2	0	2	0	1	2	1	1	1
General Performance	1	1	1	0	1	1	1	1	1
Data Reliability	2	2	1	1	1	2	1	1	3
Data Movement	2	0	1	0	1	2	1	0	0
User Experience	1	2	2	0	1	1	1	1	2
Internal Interfaces	2	1	1	0	1	1	1	1	1
Reporting Requirements	3	1	3	2	0	1	1	1	2
Support Services	1	1	2	0	1	2	1	1	2
Accessibility	2	0	1	2	0	1	2	1	2
Maintainability Requirements	2	1	2	0	1	2	1	1	2
Design Constraints	1	2	2	0	1	0	1	1	2
Total Score (65%)	30	36	33	46	26	42	45	33	37
Project Management / Methodology	19	5	7	5	2	5	4	4	5
Three Tier construction	10	8	10	5	5	5	5	4	8
State Standards / Vision	15	5	8	2	3	5	4	5	4
Total Score (35%)	19	5	7	10	4	5	7	3	5
Project Management	2	1	1	2	0	0	1	1	1
Vendor Experience & Stability	2	2	2	1	1	2	1	0	1
Change Management Methodology	0	1	2	1	1	1	1	0	1
Vendor Understanding of Project	1	2	2	1	2	2	1	1	1
Workflow/General Methodology	1	1	2	1	1	1	1	1	1
Total Score (35%)	23	123	87	816	112	1042	937	4810	5124
Score not Including Price	75	43	43	59	20	30	45	33	37

Respondent Evaluation \_\_\_\_\_  
 Evaluator: JH

	Possible Points	CH Mack	CNSI	Deloitte	IDMS	Qualifacts	Boeing	Softscape	Structural Integrity Solutions	Unisys
<b>BUSINESS REQUIREMENTS (33)</b>	33	31	22	22	1	15	6	18	4	18
General Functional Requirements	4	2	1	2	0	1	0	2	0	2
Customer Information Requirements	3	2	3	0	0	1	0	3	0	2
Provider Requirements	2	2	3	0	0	1	0	3	0	3
Financial Information Requirements	2	1	3	0	0	1	0	3	0	2
Response Time	2	1	3	0	0	1	0	2	0	2
General Performance	2	1	2	0	0	1	0	2	0	2
Data Reliability	3	2	2	0	0	1	0	3	0	3
Data Movement	2	1	1	0	0	1	0	2	0	2
User Experience	2	2	2	0	0	1	0	2	0	2
Internal Interfaces	1	1	1	0	0	1	0	2	0	2
Reporting Requirements	3	3	2	0	0	1	0	3	1	3
Support Services	2	1	2	1	0	1	0	2	1	2
Accessibility	2	1	2	0	0	1	0	2	0	2
Maintainability Requirements	2	2	2	0	0	1	0	2	0	2
Design Constraints	2	1	2	0	0	1	0	2	0	2
Project Management / Methodology	13	13	13	13	13	13	13	13	13	21
Three Tier construction	10	7	8	9	3	8	7	7	4	7
State Standards / Vision	10	6	8	9	6	8	5	7	5	7
Value Additives	10	6	6	11	4	10	8	8	8	18
Project Management	2	1	1	2	1	2	1	1	1	2
Vendor Experience & Stability	3	1	1	2	1	2	2	2	1	2
Change Management Methodology	3	1	1	2	0	2	1	1	1	2
Vendor Understanding of Project Workflow/General Methodology	3	2	2	1	2	2	2	2	2	2
Total Score including Price	180	1129	1181	1113	1113	1113	1113	1113	1113	1113
Score not including Price	75	56	51	68	21	49	25	61	23	65





## RFP 4-46 Demonstration Evaluation Summary

Average Scores	Possible	CH Mack	Deloitte	Gaulfactors	Unisys
Business Requirements	245	215	211	213	215
Technology Requirements	210	166	166	200	187
Value Add	70	51	62	61	62
Total Cost	175	79.03	57.12	175	78.68
TOTAL POINTS	700	511.03	516.12	649	542.68
Overall Average	100.0	73.0	73.7	92.7	77.5

Cost over 2 years

Total Points w/o pricing

Average w/o Pricing

Ranking w/o price

4      3      1      2

CH Mack	Possible	E1	E2	E3	E4	E5	E6	E7
Business Requirements	35	35	31	35	30	20	31	33
Technology Requirements	30	30	27	29	28	18	17	19
Value Add	10	5	8	8	10	5	6	9
Total Cost	25	11.29	11.29	11.29	11.29	11.29	11.29	11.29
Score	100	81.28	77.29	83.29	77.29	54.29	65.29	72.29

Deloitte	Possible	E1	E2	E3	E4	E5	E6	E7
Business Requirements	35	35	31	35	27	17	31	35
Technology Requirements	30	30	30	29	30	14	26	27
Value Add	10	8	9	9	10	6	10	10
Total Cost	25	8.16	8.16	8.16	8.16	8.16	8.16	8.16
Score	100	81.16	78.16	81.16	78.16	45.16	75.16	80.16

QualifFactors	Possible	E1	E2	E3	E4	E5	E6	E7
Business Requirements	35	35	35	35	32	24	17	35
Technology Requirements	30	30	30	30	30	27	23	30
Value Add	10	9	9	10	7	8	10	8
Total Cost	25	11.24	11.24	11.24	11.24	25	25	25
Score	100	84.24	81.24	86.24	81.24	84	76	98

Unisys	Possible	E1	E2	E3	E4	E5	E6	E7
Business Requirements	35	35	31	35	32	18	33	31
Technology Requirements	30	30	30	30	28	18	22	29
Value Add	10	8	9	10	10	7	10	8
Total Cost	25	11.24	11.24	11.24	11.24	25	25	25
Score	100	84.24	81.24	86.24	81.24	84	76	98

## Respondent Evaluation

Evaluator: EM

	Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Business Requirements (35%)</b>	<b>36</b>	<b>36</b>	<b>36</b>	<b>36</b>	<b>36</b>
General Functional Requirements	2	2	2	2	2
Customer Information Requirements	3	3	3	3	3
Provider Requirements	3	3	3	3	3
Financial Information Requirements	3	3	3	3	3
Response Time	2	2	2	2	2
General Performance	2	2	2	2	2
Data Reliability	3	3	3	3	3
Data Movement	2	2	2	2	2
User Experience	2	2	2	2	2
Internal Interfaces	2	2	2	2	2
Reporting Requirements	3	3	3	3	3
Support Services	2	2	2	2	2
Accessibility	2	2	2	2	2
Maintainability Requirements	2	2	2	2	2
Design Constraints	2	2	2	2	2
<b>Technology Requirements (30%)</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>30</b>
Project Management / Methodology	10	10	10	10	10
Three Tier construction	10	10	10	10	10
State Standards / Vision	10	10	10	10	10
<b>Value Add (10%)</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>8</b>
Project Management	2	1	1	2	1
Vendor Experience & Stability	2	2	2	2	2
Change Management Methodology	2	1	2	2	2
Vendor Understanding of Project	2	0	1	1	1
Workflow/General Methodology	2	1	2	2	2
<b>Total Cost of Project and Products (25%)</b>	<b>25</b>	<b>1129</b>	<b>818</b>	<b>15</b>	<b>124</b>
<b>Total Score</b>	<b>100</b>	<b>3129</b>	<b>8116</b>	<b>99</b>	<b>922</b>
<b>Score not Including Price</b>	<b>75</b>	<b>70</b>	<b>73</b>	<b>74</b>	<b>73</b>

**Respondent Evaluation**

Evaluator: ED

	Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Business Requirements (35%)</b>					
General Functional Requirements	2	2	2	2	2
Customer Information Requirements	3	2	2.5	3	2.5
Provider Requirements	3	2	3	3	3
Financial Information Requirements	3	3	2	3	2
Response Time	2	2	2	2	2
General Performance	2	1.5	2	2	2
Data Reliability	3	3	3	3	3
Data Movement	2	2	2	2	2
User Experience	2	1	1	2	1.5
Internal Interfaces	2	2	2	2	2
Reporting Requirements	3	3	1.5	3	2.5
Support Services	2	2	2	2	2
Accessibility	2	2	2	2	1
Maintainability Requirements	2	2	2	2	2
Design Constraints	2	1.5	2	2	1.5
<b>Technology Requirements (30%)</b>					
Project Management / Methodology	10	10	10	10	10
Three Tier Construction	10	10	10	10	10
State Standards / Vision	10	7	10	10	10
Value Add (10%)	10	8	9	9	9
Project Management	2	2	2	2	2
Vendor Experience & Stability	2	2	2	1	1.5
Change Management Methodology	2	2	2	2	2
Vendor Understanding of Project	2	1	1	2	2
Workflow/General Methodology	2	1	2	2	1.5
<b>Total Cost of Project and Products (25%)</b>					
Total Score	100	77.29	79.16	83.24	81.24
Score not including Price	75	66	70	74	70

## Respondent Evaluation

Evaluator: JU

	Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Business Requirements (35%)</b>					
General Functional Requirements	2	2	2	2	2
Customer Information Requirements	3	3	3	3	3
Provider Requirements	3	3	3	3	3
Financial Information Requirements	3	3	3	3	3
Response Time	2	2	2	2	2
General Performance	2	2	2	2	2
Data Reliability	3	3	3	3	3
Data Movement	2	2	2	2	2
User Experience	2	2	2	2	2
Internal Interfaces	2	2	2	2	2
Reporting Requirements	3	3	3	3	3
Support Services	2	2	2	2	2
Accessibility	2	2	2	2	2
Maintainability Requirements	2	2	2	2	2
Design Constraints	2	2	2	2	2
<b>Technology Requirements (30%)</b>					
Project Management / Methodology	10	10	10	10	10
Three Tier construction	10	10	10	10	10
State Standards / Vision	10	9	9	10	10
<b>Value Add (10%)</b>					
Project Management	2	2	2	2	2
Vendor Experience & Stability	2	1	2	2	2
Change Management Methodology	2	2	2	2	2
Vendor Understanding of Project	2	1	1	2	2
Workflow/General Methodology	2	2	2	2	2
<b>Total Cost of Project and Products (20%)</b>					
Total Score	100	83.20	81.18	100	86.24
Score not including Price	75	72	73	75	75

**Respondent Evaluation**

Evaluator: KS

	Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Business Requirements (35%)</b>	<b>36</b>	<b>30</b>	<b>27</b>	<b>32</b>	<b>32</b>
General Functional Requirements	2	2	2	2	2
Customer Information Requirements	3	3	3	2	2
Provider Requirements	3	3	3	3	3
Financial Information Requirements	3	3	1	2	1
Response Time	2	2	2	2	2
General Performance	2	2	2	2	2
Data Reliability	3	3	2	3	3
Data Movement	2	2	1	2	2
User Experience	2	1	1	2	2
Internal Interfaces	2	1	2	2	2
Reporting Requirements	3	3	1	3	3
Support Services	2	2	2	2	2
Accessibility	2	1	2	2	2
Maintainability Requirements	2	1	1	1	2
Design Constraints	2	1	2	2	2
<b>Technology Requirements (30%)</b>	<b>30</b>	<b>26</b>	<b>30</b>	<b>26</b>	<b>26</b>
Project Management / Methodology	10	10	10	10	8
Three Tier construction	10	10	10	10	10
State Standards / Vision	10	6	10	10	10
<b>Value Add (10%)</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>10</b>
Project Management	2	2	2	2	2
Vendor Experience & Stability	2	2	2	1	2
Change Management Methodology	2	2	2	2	2
Vendor Understanding of Project	2	2	2	0	2
Workflow/General Methodology	2	2	2	2	2
<b>Total Cost of Project and Product (26%)</b>	<b>26</b>	<b>11.6</b>	<b>9.16</b>	<b>26</b>	<b>11.24</b>
<b>Total Score</b>	<b>100</b>	<b>77.29</b>	<b>71.16</b>	<b>84</b>	<b>81.24</b>
Score not including Price	75	66	67	69	70
Cost over 2 years	\$5,817,315	\$8,050,925	\$2,627,829	\$5,840,345	

Respondent Evaluation  
Evaluator: PC

	Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Business Requirements (35%)</b>	35	20	17	24	18
General Functional Requirements	2	1	1	1	1
Customer Information Requirements	3	1	1	2	1
Provider Requirements	3	1	1	2	1
Financial Information Requirements	3	2	2	2	1
Response Time	2	2	1	2	1
General Performance	2	1	1	1	1
Data Reliability	3	2	2	2	2
Data Movement	2	2	1	2	1
User Experience	2	1	1	1	1
Internal Interfaces	2	2	1	2	1
Reporting Requirements	3	1	1	3	2
Support Services	2	1	1	1	1
Accessibility	2	1	1	1	2
Maintainability Requirements	2	1	1	1	1
Design Constraints	2	1	1	1	1
<b>Technology Requirements (30%)</b>	30	18	14	27	18
Project Management / Methodology	10	5	2	8	6
Three Tier construction	10	8	8	10	5
State Standards / Vision	10	5	4	9	7
<b>Value Add (10%)</b>	10	6	6	8	7
Project Management	2	1	1	1	1
Vendor Experience & Stability	2	1	2	1	1
Change Management Methodology	2	1	1	2	1
Vendor Understanding of Project	2	1	1	2	2
Workflow/General Methodology	2	1	1	2	2
<b>Total Cost of Project and Products (25%)</b>	25	1129	816	25	1122
<b>Total Score</b>	100	5729	4616	84	5124
<i>Score not including Price</i>	75	43	37	59	43

**Respondent Evaluation**  
**Evaluator:** JH

	Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Business Requirements (35%)</b>	<b>35</b>	<b>31</b>	<b>31</b>	<b>17</b>	<b>33</b>
General Functional Requirements	2	2	2	2	2
Customer Information Requirements	3	3	3	1	2
Provider Requirements	3	2	3	1	3
Financial Information Requirements	3	2	3	1	2
Response Time	2	2	2	1	2
General Performance	2	2	2	1	2
Data Reliability	3	3	2	1	3
Data Movement	2	2	1	1	2
User Experience	2	2	2	2	2
Internal Interfaces	2	2	1	1	2
Reporting Requirements	3	2	2	1	3
Support Services	2	2	2	1	2
Accessibility	2	2	2	1	2
Maintainability Requirements	2	2	2	1	2
Design Constraints	2	1	2	1	2
<b>Technology Requirements (30%)</b>	<b>30</b>	<b>17</b>	<b>26</b>	<b>23</b>	<b>22</b>
Project Management / Methodology	10	6	8	8	8
Three Tier construction	10	5	9	8	7
State Standards / Vision	10	6	9	7	7
<b>Value Add (10%)</b>	<b>10</b>	<b>6</b>	<b>10</b>	<b>10</b>	<b>10</b>
Project Management	2	1	2	2	2
Vendor Experience & Stability	2	1	2	2	2
Change Management Methodology	2	1	2	2	2
Vendor Understanding of Project	2	2	2	2	2
Workflow/General Methodology	2	1	2	2	2
<b>Total Cost of Project and Products (24)</b>	<b>25</b>	<b>11.29</b>	<b>8.16</b>	<b>25</b>	<b>11.24</b>
<b>Total Score</b>	<b>100</b>	<b>65.29</b>	<b>75.16</b>	<b>76</b>	<b>76.24</b>
<i>Score not including Price</i>	<b>75</b>	<b>54</b>	<b>67</b>	<b>50</b>	<b>65</b>

Respondent Evaluation  
Evaluator: Li

	Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Business Requirements (35%)</b>	35	33	35	36	31
General Functional Requirements	2	2	2	2	2
Customer Information Requirements	3	3	3	3	3
Provider Requirements	3	3	3	3	3
Financial Information Requirements	3	3	3	3	0
Response Time	2	2	2	2	2
General Performance	2	2	2	2	2
Data Reliability	3	3	3	3	3
Data Movement	2	2	2	2	2
User Experience	2	1	2	2	2
Internal Interfaces	2	2	2	2	2
Reporting Requirements	3	2	3	3	3
Support Services	2	2	2	2	2
Accessibility	2	2	2	2	1
Maintainability Requirements	2	2	2	2	2
Design Constraints	2	2	2	2	2
<b>Technology Requirements (30%)</b>	30	9	22	30	29
Project Management / Methodology	10	7	7	10	10
Three Tier construction	10	5	10	10	10
State Standards / Vision	10	7	10	10	9
<b>Value Add (10%)</b>	10	9	10	8	8
Project Management	2	1	2	2	2
Vendor Experience & Stability	2	2	2	1	1
Change Management Methodology	2	2	2	2	2
Vendor Understanding of Project	2	2	2	1	1
Workflow/General Methodology	2	2	2	2	2
<b>Total Cost of Project and Products</b>	25	11.23	9.16	25	11.23
<b>Total Score</b>	100	72.21	80.16	88	79.21
Score not including Price	75	61	72	73	68

RFP 4-46 BAFO Evaluation Summary

NIST-425 Evaluation Summary					
Average Scores	Possible	CH Mack	Deloitte	Qualifacts	Unitsys
BAFO	175	33.81	22.47		31.15
TOTAL POINTS W/O Cost	525	432	459	474	464
Overall Average	700.0	66.5	68.8	92.7	70.7
Ranking	4	3	1	2	

**Respondent Evaluation**

Evaluator: EM

Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Total Cost of Project and Products (25%)</b>	<b>25</b>	<b>4.83</b>	<b>3.21</b>	<b>25</b>

Respondent Evaluation

Evaluator: ED

	Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>TOTAL PRACTICE POINTS (23)</b>	<b>25</b>	<b>18</b>	<b>22</b>	<b>25</b>	<b>25</b>

**Respondent Evaluation**

Evaluator: JU

Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Total Cost of Project and Products</b>	<b>26</b>	<b>4.83</b>	<b>3.21</b>	<b>25</b>
				<b>4.45</b>

Respondent Evaluation

Evaluator: KS

Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Total Cost of Project and Facilities (25%)</b>	<b>25</b>	<b>4.83</b>	<b>3.21</b>	<b>4.45</b>

**Respondent Evaluation**

Evaluator: PC

Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Total Cost of Project and Products (25%)</b>	<b>25</b>	<b>4.83</b>	<b>3.21</b>	<b>25</b>

Respondent Evaluation

Evaluator: JH

Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
Total Cost of Project and Products (25%)	25	4.83	3.21	25

**Respondent Evaluation**

Evaluator: LT

Possible Points	CH Mack	Deloitte	Qualifacts	Unisys
<b>Total Cost of Project and Products (25%)</b>	<b>25</b>	<b>4.83</b>	<b>3.21</b>	<b>25</b>